

Appendices

Relay Nevada TRS Traffic Report

Relay Nevada

Fiscal Year 2007

To:

Betty Hammond Contract Administrator
3656 Research Way, Suite 32
Carson City, Nevada 89706
775-687-3388 TTY
775-687-3292 FAX



From:

Chameen Stratton Relay Program Manager
Sprint
12657 Alcosta Blvd
San Ramon CA 94583

2007 TOTAL CALL VOLUME

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Average
COMPLETED CALLS BY DEVICE														
TTY	3 356	3 399	2 710	2 578	3 237	3 469	3 426	3 332	3 941	3 704	3 006	3 749	39,907	3,326
Spanish-Speaking	55	12	31	42	-	36	26	20	40	16	39	44	361	30
Speech Impaired	-	-	-	-	-	-	-	-	-	-	-	-	0	0
Turbo Code	6 931	6 854	5 624	5 009	5 279	4 507	4 742	3 824	4 634	4 166	3 852	3 421	58,843	4,904
Spanish-Speaking	23	55	23	20	-	87	109	12	1	2	3	11	346	29
Speech Impaired	-	-	-	-	-	-	-	-	-	-	-	-	0	0
ASCII	-	2	3	2	6	74	69	69	52	76	93	-	446	37
Spanish-Speaking	-	-	-	-	-	-	-	-	-	-	-	-	0	0
Speech Impaired	-	-	-	-	-	-	-	-	-	-	-	-	0	0
Voice	2 973	3 037	2 691	2 910	2 557	2 593	2 712	2 388	2 835	2 577	2 585	2 347	32,205	2,684
Spanish-Speaking	33	31	20	36	-	3	4	5	7	12	2	7	160	13
VCO	2 096	2 195	2 019	1 679	1 583	1 767	1 969	1 970	1 608	1 497	1 548	1 797	21,728	1,811
Spanish-Speaking	2	2	2	-	-	1	-	17	13	12	21	24	94	8
HCO	7	3	6	8	3	1	2	-	-	-	-	2	32	3
Deaf/Blind Baudot	-	-	-	-	-	-	-	-	-	-	2	-	2	0
TOTAL	15,363	15,490	13,053	12,186	12,665	12,411	12,920	11,583	13,070	12,020	11,086	11,316	153,163	12,764

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From:
Charmeen Stratton, Relay Program Manager
Sprint
126A7 Alcosta Blvd
San Ramon, CA 94583

2007 TOTAL CALL VOLUME

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Average
% PERCENTAGE OF CALLS														
TTY	22.20%	22.02%	21.00%	21.50%	24.56%	28.24%	26.72%	28.94%	32.46%	30.62%	27.12%	33.13%		26.48%
Turbo Code	45.26%	44.60%	43.26%	41.27%	41.68%	37.02%	37.55%	32.12%	35.16%	34.66%	34.75%	30.23%		38.24%
ASCI	0.00%	0.01%	0.02%	0.02%	0.04%	0.60%	0.63%	0.60%	0.40%	0.63%	0.34%	0.00%		0.31%
Voice	19.57%	19.81%	20.77%	24.12%	23.19%	20.90%	21.30%	20.06%	21.74%	21.44%	25.32%	20.74%		21.20%
VCO	13.06%	14.18%	15.48%	13.78%	12.40%	14.25%	15.24%	17.15%	12.40%	12.40%	13.96%	15.38%		14.24%
HCO	0.04%	0.02%	0.05%	0.07%	0.02%	0.01%	0.02%	0.00%	0.07%	0.00%	0.00%	0.02%		0.02%
Deaf/Blind	0.00%	0.00%	0.00%	0.00%	0.00%	0.07%	0.00%	0.00%	0.00%	0.00%	0.02%	0.00%		0.00%

AVERAGE LENGTH OF CALL BY DEVICE

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Average
Avg Length of Calls to Relay 14V	3.76	3.48	3.51	3.25	3.36	3.31	3.61	3.44	3.75	3.65	3.15	3.22		3.46
Avg Length of Calls Placed	6.29	6.07	6.32	6.41	6.48	6.41	6.90	6.97	7.11	7.06	6.74	6.72		6.62
TTY	4.08	3.48	3.90	4.05	3.70	4.00	4.37	4.17	3.63	4.00	4.02	3.75		3.93
Spanish-Speaking	4.32	5.82	4.47	1.96	2.87	2.85	4.42	10.62	4.14	6.14	3.27	4.17		4.42
Turbo Code	3.45	3.08	3.30	3.65	3.77	3.28	3.55	3.47	3.67	3.57	3.60	3.13		3.43
Spanish-Speaking	1.05	3.68	6.28	2.95	9.10	2.03	5.13	10.75	9.10	7.86	3.78	5.10		4.37
ASCI	0.00	24.23	4.45	0.48	1.95	1.75	8.95	2.98	2.70	2.23	15.40	0.00		6.59
VOICE	1.92	2.03	1.97	1.88	1.93	2.12	2.27	2.00	1.30	1.75	1.83	1.82		1.95
Spanish-Speaking	0.22	1.53	1.13	0.20	0.43	0.90	0.97	4.90	1.22	1.10	0.00	0.47		1.09
VCO	4.50	3.82	4.12	4.13	1.55	4.17	4.45	4.92	4.27	4.55	4.03	3.62		4.09
Spanish-Speaking	4.35	1.90	10.62	0.00	15.24	2.17	0.00	4.10	3.02	1.65	4.70	2.77		4.32
HCO	0.60	2.15	5.02	5.05	10.18	2.03	0.77	0.00	0.00	0.00	0.00	15.17		4.07
Deaf/Blind Baudot	0.00	0.00	0.00	0.00	0.30	0.00	0.00	0.00	0.00	0.00	0.25	0.00		0.02
Speech to Speech Uses	2.05	2.04	3.72	1.58	0.63	0.63	1.55	1.15	5.02	1.60	0.83	1.07		1.82

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2007 TOTAL CALL VOLUME

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Average
NUMBER OF CALLS TO RELAY														
Offered	21 091	21 335	18 702	19 839	19 648	20 722	20 960	19 659	19 132	18 258	19 260	20 621	239,227	19,936
Answered	20 753	20 996	18 353	19 257	19 243	19 216	19 682	17 779	18 974	17 689	18 173	17 428	227,543	18,962
In Queue	21 091	21 335	18 702	19 839	19 243	20 722	20 960	19 659	19 132	18 258	19 260	17 621	235,822	19,652
Abandoned in Queue	338	339	349	582	405	1 506	1 278	1 880	158	569	1 087	193	8,684	724
Inbound	20 753	20 996	18 353	19 257	19 243	19 216	19 679	17 779	23 805	22 123	18 172	17 426	236,802	19,734
Outbound	26 279	26 603	22 968	23 274	23 628	23 461	24 245	21 968	18 971	17 686	21 870	21 562	272,515	22,710
Blockage	-	-	-	-	-	-	-	-	-	-	-	-	-	0

Weighted Average Speech of Answer/Service Level

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Average
Speed of Answer	1 9	1 8	1 9	2 2	2 2	2 0	1 7	2 0	1 9	1 7	1 9	1 8		1.92
Service Level	93%	93%	93%	92%	92%	93%	95%	93%	94%	95%	93%	93%		93.3%

CUSTOMER CONTACTS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Average
Complaints	2	-	-	3	-	-	1	-	-	-	-	-	6	1
Commendations	2	-	1	1	1	1	-	-	2	1	-	1	10	1
Inquiries	92	90	82	73	66	130	148	102	97	94	68	75	1,117	93
TOTAL	96	90	83	77	67	131	149	102	99	95	68	76	1,133	94

Appendices

Relay Nevada CapTel® Traffic Report

Nevada CapTel Service Patterns								Total Months	12
Nevada Contract calls for Session Minutes								Total to Date	Average
	Dec	Jan	Feb	Mar	Apr	May	June		
Billable Minutes (Session Minutes)	12,696.00	11,969.83	11,113.40	13,808.40	13,663.12	14,045.62	14,257.61	142,086.71	11,840.56
Spanish Billable Minutes	0	0	0	0	0	0	0	0.00	0.00
Average Per Min Per User	109	101	92	105	101	103	103	1,186.86	98.90
Average Per Min Per User Billed to State	109	101	92	105	101	103	103	1,186.86	98.90
Number of CapTel phones distributed	230	240	250	260	270	280	290	2,820	28.51
Number of Users/Participants	116	118	121	131	135	137	139	1,433	119.42
Occupancy % User	50%	49%	48%	50%	50%	49%	48%		51.16%
Average Per Call Length Per User	2.28	2.22	2.32	2.29	2.25	2.12	2.23		2.16
CapTel Traffic Patterns									
	Dec	Jan	Feb	Mar	April	May	June		
Outgoing Calls	5,011	4,885	4,262	5,317	5,091	5,758	5,632	57,972	4,831
Incoming Calls	554	510	535	715	988	866	750	7,518	627
Total Calls	5,565	5,395	4,798	6,032	6,079	6,624	6,382	65,490	5,458
Total Session Min									
	Dec	Jan	Feb	Mar	April	May	June		
Answer Machine	104.39	50.63	47.12	82.47	88.30	94.99	70.41	771.01	64.25
2-Line Incoming Minutes	487.50	559.30	490.63	589.36	794.00	746.20	564.42	7,076.96	589.75
International	0.00	0.40	20.25	4.77	68.86	25.03	0.00	179.29	14.94
INTERstate (out-of-state calls)	4,395.49	4,284.11	3,895.70	4,514.98	4,748.61	4,427.00	4,648.30	48,135.56	4,011.30
INTRAstate (in-state calls)	10,824.18	10,055.13	9,576.67	11,719.37	11,619.51	11,853.75	12,403.57	121,309.31	10,109.11
Toll Free	1,916.38	2,257.14	7,684.19	2,223.07	2,052.24	233.68	1,973.26	24,706.41	2,058.87
Undetermined Jurisdiction	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
General Assistance (After July 2005)	218.81	227.65	171.54	265.73	203.16	224.65	276.43	2,403.46	
Other (After July 2005)	175.72	32.64	56.16	127.00	39.89	64.61	37.97	1,107.84	
900 Toll Call	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.97	
Total Session Min	18,122.47	17,467.00	21,942.26	19,526.75	19,614.57	17,669.91	19,974.36	205,692.81	17,141.07
Distribution									
	Dec	Jan	Feb	Mar	April	May	June		
Less International Session Minutes	0.00	0.40	20.25	0.40	69.86	25.03	0.00	175.92	14.66
Less Interstate Session Minutes	4,395.49	4,284.11	3,895.70	4,514.98	4,748.61	4,427.00	4,648.30	48,135.56	4,011.30
Less Toll Free (51%)	977.35	1,151.14	358.94	1,133.77	1,046.64	1,190.18	1,006.36	10,611.27	884.27
Less 2-Line Incoming Session Minutes (11%)	53.63	61.52	53.97	64.83	87.34	82.08	62.09	778.47	
Less 900 Session Minutes (51%)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.52	
Billable to Nevada	12,696.00	11,969.83	11,113.40	13,808.40	13,663.12	14,045.62	14,257.61	142,086.71	11,840.56



RELAY NEVADA

ANNUAL REPORT
July 2008-June 2009

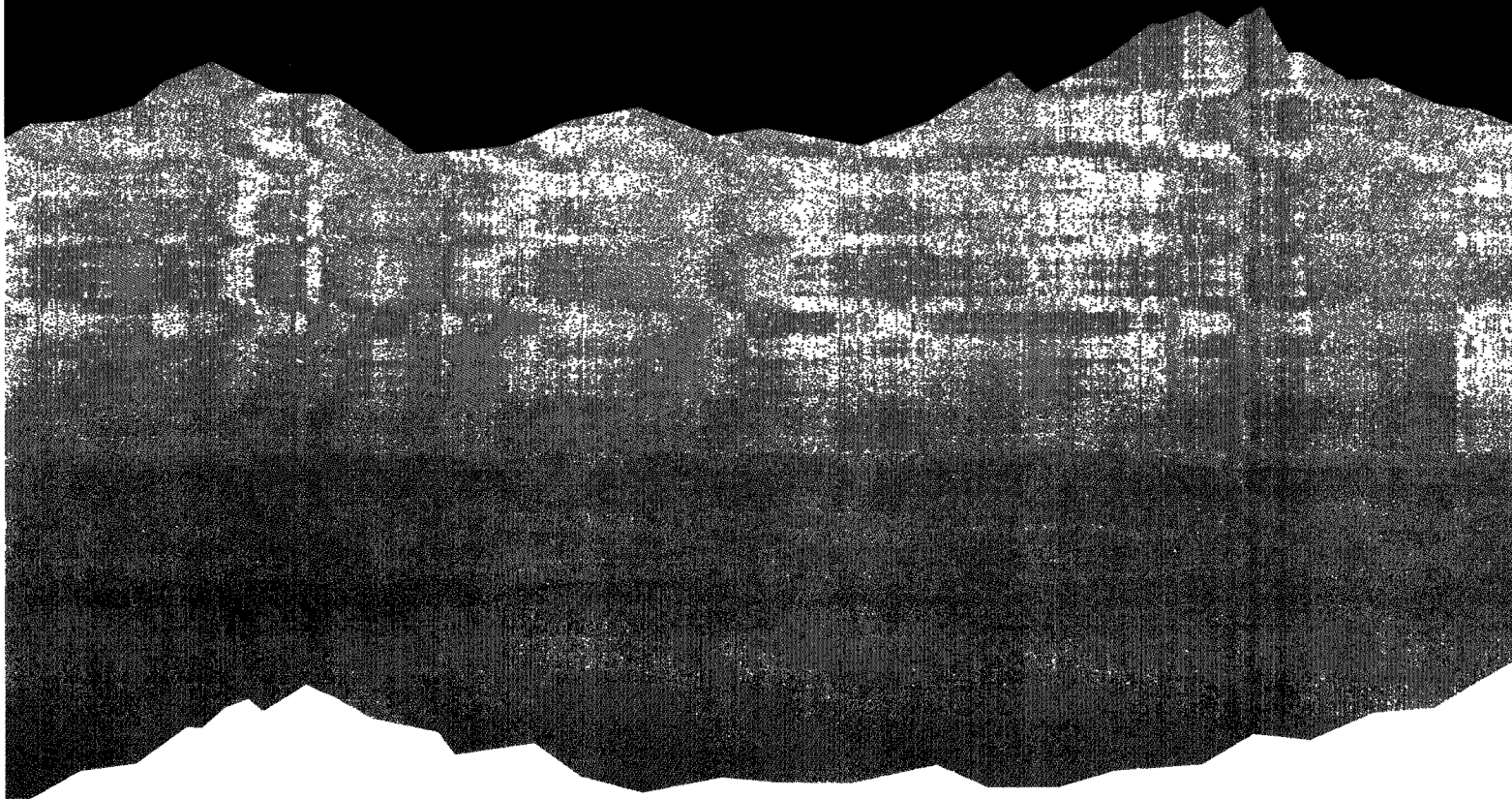


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www.tswriting.com

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Marketing and Development Manager
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Sprint Relay

Dear Office of Disability Services and Communications Access Council,

The fiscal year of July 2008 to June 2009 has given Sprint another opportunity to serve its Nevada consumers with quality relay services and meeting requirements as set by the state.

In addition to a CapTel public service announcement being aired, two subcontractors assisted the Relay Nevada manager in relay outreach by providing education about Relay Nevada, with an emphasis on TRS and CapTel products and services along with Sprint Relay products and services.

Statistics indicate that there was a 26% decrease in TRS minutes and a 24% increase in CapTel minutes this fiscal year.

In December 2009, Sprint underwent a re-organization and duties were re-assigned to the Marketing and Development manager with support from the Sprint CapTel team. Quality services will continue to be provided to Relay Nevada consumers in all areas of relay services and products.

Sprint is extremely pleased to have been awarded the Relay Nevada contract from July 1, 2009 to June 30, 2011. Sprint looks forward to continuing its special working relationship with the Department of Health and Human Services, Communications Access Council, and Spring appreciates the Deaf and Hard of Hearing Advocacy Resource Center's ongoing support, teamwork and partnership.

Sprint also is enthusiastic about continuing to educate Nevada consumers for the next two years about the available diverse relay services and products.

Sincerely,

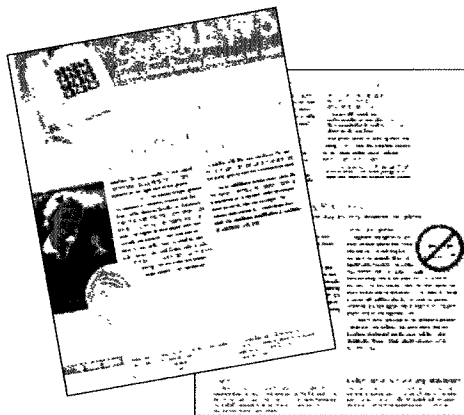
David B. Strom



David Strom
Marketing and Development Manager
Relay Nevada



Marketing



Relay Nevada products and services continued to be promoted via brochures, instructional and marketing flyers, mass e-mails, and in formal and informal group settings. A newsletter offering CapTel tips, announcements, and other helpful information was also distributed to subscribers.

Relay Enhancements

TRS Enhancements

Sprint continues to:

- provide monthly training updates to its relay operators,
- perform quarterly quality tests on its relay operators to ensure that all criteria for passing quality tests have been met,
- provide refresher training where needed, and
- develop enhancements on an as-needed basis.

Relay operator training for TRS enhancements included:

- Confidentiality review for staff
- Customer Service Improvement (CSI) program initiatives identified (macros and database profile verification)
- Detachment and desensitization refreshers
- E911 implemented for Sprint IP/Sprint IM
- FCC 10-digit numbering implemented
- Monthly training refresher
- New product training (Nebraska and West Virginia)

- Relay operator-initiated three-way calling training

Additional features incorporated were:

- Updated TRS training manual
- Updated Call Center customer contact form
- Initiated monthly staff support call with vendor centers
- Initiated monthly conference call with STS call centers

RCC Enhancements

To enable deaf and hard of hearing individuals to fully participate in conference calls, Sprint and Caption Colorado jointly developed Relay Conference Captioning (RCC), combining real-time captioning with relay conference services. The year 2009 demonstrated continued growth for RCC services with implementation of mobileRCC in the business, state and federal sectors.

Significant enhancements were added to the system focusing on continuing to set the standards of technology and quality RCC service in the industry. Some highlights of the efforts to continually improve this service are:

- Release of a new mobileRCC product allowing BlackBerry or Microsoft users with the convenience and anywhere-access on their mobile devices.
- Customized new order process for state and business-to-business RCC customers.
- Updated technology system to monitor all events automatically and ensure an agent is connected throughout an event. If an agent becomes disconnected, the system will automatically notify customer support.
- Included web delivery-based platforms for captioning in all arenas.

Relay Nevada Statistics

Telecommunications Relay Service

The following charts indicate the trends of the annual total number of session minutes and calls, average speed of answer and service level, and contacts with customers. The

numbers reflect the traditional relay services (e.g.: TTY, Voice, Spanish TTY and Voice, VCO, Telebraille, and STS) currently provided by Relay Nevada.

See appendix for a complete statistics report.

Session Minutes

Figure 1 indicates the total monthly and session minutes processed through Relay Nevada.

Fig. 1: Session Minutes			
July	47,322	Jan.	37,693
Aug.	43,916	Feb.	36,310
Sept.	43,170	March	36,566
Oct.	44,917	April	33,858
Nov.	36,081	May	31,898
Dec.	37,803	June	28,694

The total amounted to 458,229, a decrease of 26% compared to last year.

Total Call Volume

Figure 2 depicts the total number of completed calls processed through Relay Nevada. The relayed calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international, busy ring/no answer, and a few others.

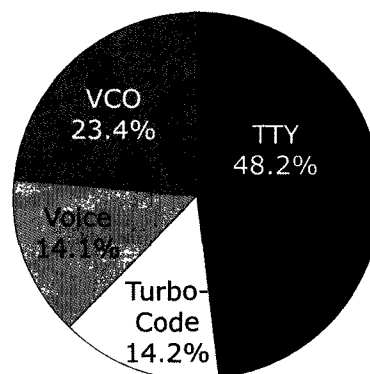
Fig. 2: Total Call Volume			
July	18,474	Jan.	16,152
Aug.	18,261	Feb.	14,148
Sept.	17,172	March	14,048
Oct.	16,768	April	14,039
Nov.	14,635	May	12,873
Dec.	15,850	June	12,087

Relayed call volume totaled 184,507 calls during this fiscal year.

Call Origination

On average, TTY and TurboCode consumers originated approximately 62 percent of the Relay Nevada calls. Figure 3 shows call type by percentage.

Figure 3: Call Origination



Average Speed of Answer and Service Level

Figure 4 illustrates that Sprint has once again exceeded the speed of answer requirement. "Speed of answer" identifies the number of seconds required to answer a call. The daily requirement is 85% of all calls answered within 10 seconds. The Average Speed of Answer (ASA) was 1.5 seconds and the Service Level (SVL) was that 94.7% of calls were answered within 10 seconds.

Fig. 4: ASA and SVL		
Month	ASA	SVL
July	1.1	97%
Aug.	.9	97%
Sept.	1.5	95%
Oct.	1.9	93%
Nov.	2.4	91%
Dec.	2.7	91%
Jan.	1.6	94%
Feb.	1.2	96%
March	1.2	96%
April	1.1	96%
May	1.4	95%
June	1.3	95%



RELAY NEVADA

Customer Contact Log

Relay Nevada Customer Service handled customer contacts such as:

- Customer database profiles
- Technical issues
- Operator performance
- Informational materials
- Customer commendations

Each request from a relay user is given full attention and every effort is made to satisfy the customer.

Figure 5 illustrates the number and call types received from customer requests, including commendations and complaints. As with every year, Sprint prepares and submits the FCC Annual Consumer Contact Log Report to the ODS and they, in turn, submit it to the Public Utilities Commission and the FCC.

Fig. 5: Customer Contacts

Month	Commendations	Complaints
July	0	0
Aug.	0	1
Sept.	0	2
Oct.	1	1
Nov.	0	3
Dec.	0	1
Jan.	0	3
Feb.	0	1
March	2	2
April	2	3
May	1	6
June	0	0
TOTAL	6	23

CapTel

The following chart indicates the trends of our annual total number of session minutes.

Session Minutes

A breakdown of monthly minutes is shown in Figure 6.

Fig. 6: CapTel Session Minutes

July	27,360	Jan.	31,987
Aug.	29,814	Feb.	27,847
Sept.	28,864	March	29,580
Oct.	31,368	April	29,685
Nov.	31,216	May	31,507
Dec.	35,259	June	34,944

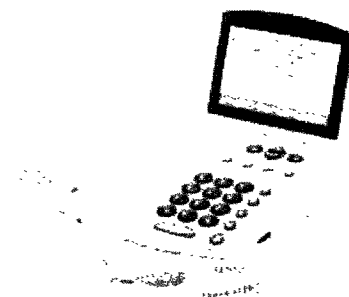
The total for this fiscal year amounted to 369,431 CapTel session minutes, an increase of 24% compared to last year.

Sprint Relay Enhancements

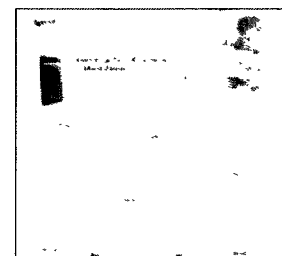
WebCapTel®

Sprint expanded its Internet service offerings for CapTel® during 2009, including:

- *CapTel 800i*, a brand-new CapTel phone that uses the Internet to deliver captions.
- *WebCapTel on the Go* for iPhone, Windows Mobile 6.0 devices and BlackBerry Smart-phones with OS 4.6 or higher.
- *WebCapTel 2.0*, a revamp of the Sprint WebCapTel website to make the service easier to use.



CapTel 800i



WebCapTel 2.0

Video Relay Services

Sprint continues to maintain open communication with the FCC and NECA on possible billing changes and awaits an official announcement from them.

Video Relay Services (VRS) are authorized by the Federal Communications Commission (FCC). Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the National Exchange Carriers Association (NECA).

The State of Nevada currently does **not** pay for VRS.

FCC: Ten-Digit Numbering Mandate

The FCC determined that, as of December 31, 2008, persons with hearing and speech disabilities using Internet-based TRS such as VRS or IP Relay must be able to obtain 10-digit telephone numbers. The FCC adopted this requirement in conjunction with 911 call-handling requirements for VRS and IP relay providers.

On December 8, 2008, Sprint implemented 10-digit numbering for VRS. The FCC extended the registration period for consumers to November 12, 2009. There is a registration website available to VRS users who wish to establish their user profiles and obtain 10-digit numbers through Sprint. Per the FCC mandate, unregistered VRS users may still place emergency calls using any VRS provider.

Video Mail

Sprint released Video Mail for VRS users, which allows users to send video mail in a 3GP format from BlackBerry wireless devices.

IP Relay

During 2009, Sprint added the following services and features:

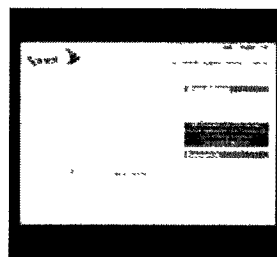
- Sprint IP using Google Talk.
- Address book and speed dialing for Sprint IP using AIM and Sprint IP using Google Talk.
- Website for users to register for service and local phone numbers for each product; this website is at www.mysprintrelay.com.
- Voice-to-Sprint IP Relay customers via 10-digit local phone numbers.
- Voice-to-AOL AIM Relay customers via

10-digit local phone numbers.

- Voice-to-Google Talk Relay customers via 10-digit local phone numbers.
- E911 service for Sprint IP, Sprint IP via AIM and Sprint IP via Google Talk.
- Identity and address verification process for Sprint-registered users.
- Systems that allow users who have registered with any relay provider to make non-emergency IP and IM relay calls.

Internet Protocol (IP) relay is authorized by the FCC. Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the National Exchange Carriers Association (NECA).

The State of Nevada currently does **not** pay for IP relay services.

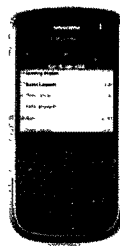


Sprint IP Website

Sprint also has complied with all applicable FCC requirements, and displays this prominently on its website.

Wireless Devices and 4G Network

Sprint and Sprint Relay provide the following products and services.



BlackBerry
Tour 9630



BlackBerry
Curve 8330



Palm Prē



RELAY NEVADA

Wireless Devices

The BlackBerry product line and Palm Prē are just a few of several devices that Sprint Relay offers with a data-only plan specifically for deaf people, at \$29.99 a month.

4G Network

Sprint is proud to be the first carrier to provide 4G capabilities, with Baltimore as the first city to enact this network.

The new U300 modem provides on-the-go Internet access and faster VRS, e-mail and web browsing, with wireless-like connectivity on the Sprint 4G network. With nationwide coverage through the 3G Sprint Mobile Broadband Network when outside the Sprint 4G network areas, customers can access greater Internet speed on trains, in autos, and at airports. For more info and areas of 4G coverage, visit www.sprintrelaystore.com/4g.htm.

Other Products and Services

To learn about the multitude of Sprint Relay products and services, check www.sprintrelay.com.

Sprint Relay Team

Sprint Public Sector - Federal and State Government

William P. White
*Vice President –
Federal Programs*

Mike Ellis
National TRS Director

CapTel
Damara Paris
Branch Manager

David Strom
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Corporate Sales Manager

Wireless Sales
Karl Ewan
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Customer Service
Brian Adamson
Supervisor

**Product Management
Group**

Paul Ludwick
*Branch Manager
(Until April 2009)*

Mark Tauscher
*Team Leader
(May-December 2009)*

TRS Statistics



RELAY NEVADA

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL	AVERAGE	% AVG TOT
Total Conversation Minutes	30,901.08	29,117.37	29,257.63	30,476.85	23,913.48	24,756.17	24,559.12	24,048.65	24,252.34	21,836.73	20,506.63	18,728.88	302,354.93	25,196.24	66.0%
Total Session Minutes	47,321.72	43,916.32	43,170.47	44,916.90	36,080.80	37,803.02	37,692.55	36,310.05	36,566.34	33,858.03	31,898.30	28,694.35	458,228.85	38,185.74	
Less Interstate Min	(7,240.17)	(7,396.52)	(7,227.85)	(8,963.72)	(5,726.97)	(6,281.67)	(5,905.02)	(6,106.07)	(5,981.31)	(7,623.10)	(5,684.47)	(4,821.57)	(78,958.19)	(6,579.85)	
Less International	(17.00)	(17.35)	(1.27)	(79.97)	(6.97)	(24.58)	(14.68)	(30.07)	(0.47)	(5.67)	(11.05)	(32.12)	(241.00)	(20.08)	
Less Toll-Free Min (51%)	(3,982.50)	(3,710.00)	(4,333.18)	(3,362.57)	(3,112.76)	(3,459.81)	(3,075.21)	(2,847.37)	(3,578.98)	(2,764.13)	(2,509.19)	(2,466.00)	(39,151.70)	(3,262.64)	
Less Directory Assistance	(12.37)	(14.85)	15.25	(51.58)	(9.52)	(7.23)	(9.32)	(37.17)	(163.54)	(6.37)	(47.30)	(8.23)	(347.16)	(28.93)	
Less 900 (51%)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Total STS Minutes	44.93	4.10	27.64	7.70	10.64	4.03	3.42	3.53	5.28	7.71	4.98	6.67	130.63	10.89	
Total Minutes	36,114.61	32,781.90	31,651.06	32,466.76	27,235.22	28,033.96	28,691.74	27,292.95	26,897.34	23,466.47	23,656.27	21,373.15	339,661.43	28,305.12	
NUMBER OF CALLS TO RELAY NEVADA													TOTAL	AVERAGE	
Offered	15,909	16,280	15,109	7,001	13,253	14,351	14,089	12,447	12,642	13,244	11,672	11,044	157,041	13,087	
Answered	15,569	16,047	14,744	6,861	12,779	13,837	13,730	12,175	12,354	13,049	11,332	10,742	153,219	12,768	
Abandoned	340	233	365	140	474	514	359	272	288	195	340	302	3,822	319	
In Queue	15,909	16,280	15,109	7,001	13,253	14,351	14,089	12,447	12,642	13,244	11,672	11,044	157,041	13,087	
Total Number of Completed Calls	6,196	5,694	5,416	5,621	4,622	4,773	4,940	4,365	4,400	4,232	4,002	3,695	57,956	4,830	
General Assistance	10,177	10,936	10,309	9,708	8,917	9,905	9,709	8,515	8,402	8,503	7,772	7,411	110,264	9,189	
Busy Ring/No Answer	2,101	1,631	1,447	1,439	1,096	1,172	1,503	1,268	1,246	1,304	1,099	981	16,287	1,357	
Total Number of Outbound Calls	18,474	18,261	17,172	16,768	14,635	15,850	16,152	14,148	14,048	14,039	12,873	12,087	184,507	15,376	
TOTAL NUMBER OF OUTBOUND CALLS BY JURISDICTION													TOTAL	AVERAGE	% AVG TOT
Local	4,683	4,207	3,843	3,869	3,280	3,324	3,327	2,806	2,956	2,750	2,663	2,507	40,215	3,351	69.4%
Intrastate (Intralata)	55	67	134	150	146	123	161	280	91	99	94	63	1,463	122	2.5%
Interstate	824	832	790	1,018	657	792	879	794	774	906	782	644	9,692	808	16.7%
Toll Free	600	572	622	536	523	505	547	443	539	460	443	468	6,258	522	10.8%
Directory Assistance	31	15	26	34	15	25	21	38	38	16	17	9	285	24	0.5%
International	3	1	1	14	1	4	5	4	2	1	3	4	43	4	0.1%
900	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
TOTAL # OF COMPLETED CALLS	6,196	5,694	5,416	5,621	4,622	4,773	4,940	4,365	4,400	4,232	4,002	3,695	57,956	4,830	
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TOTAL NUMBER OF OUTBOUND CALLS BY CALL TYPE													TOTAL	AVERAGE	% AVG TOT
TTY - Baudot	4,097	3,363	3,498	3,512	2,806	2,831	3,352	2,482	2,549	2,699	2,433	2,205	35,827	2,986	48.2%
TTY - Turbo Code	1,086	1,048	1,059	965	697	740	828	1,003	905	759	701	718	10,509	876	14.2%
ASCII	-	-	-	2	-	-	-	-	-	-	-	-	2	0	0.0%
Voice	1,363	1,146	837	750	725	769	791	726	783	932	872	801	10,495	875	14.1%
VCO	1,745	1,767	1,465	1,831	1,489	1,585	1,471	1,422	1,405	1,146	1,081	942	17,349	1,446	23.4%
HCO	-	1	4	-	1	20	1	-	4	-	14	2	47	4	0.1%
Deaf/Blind Baudot (or ASCII)	1	-	-	-	-	-	-	-	-	-	-	8	9	1	0.0%
Spanish	36	65	28	45	53	60	28	26	19	10	18	3	391	33	0.5%
TOTAL	8,292	7,325	6,863	7,060	5,718	5,945	6,443	5,633	5,646	5,536	5,101	4,676	74,238	6,187	
Speech to Speech	3	-	7	-	6	-	-	-	-	4	-	-	20	2	0.0%
GRAND TOTAL	8,295	7,325	6,870	7,060	5,724	5,945	6,443	5,633	5,646	5,540	5,101	4,676	74,258	6,188	100.5%
SPEED OF ANSWER													AVERAGE		
Service Level	97%	97%	95%	93%	91%	91%	94%	96%	96%	96%	95%	95%		94.7%	
Monthly Weighted Service Level	1.1	0.9	1.5	1.9	2.4	2.7	1.6	1.2	1.2	1.1	1.4	1.3		1.5	
CUSTOMER CONTACTS													TOTAL	AVERAGE	
TRS															
Commendations	-	-	-	1	-	-	-	-	2	2	1	-	6	1	
Complaints	-	1	2	1	3	1	3	1	2	3	6	-	23	2	
CAPTEL															
Commendations	-	3	2	-	2	3	-	4	-	-	-	-	14	1	
Complaints	-	-	3	-	2	-	1	-	3	2	6	1	18	2	
TOTAL CONTACTS	-	4	7	2	7	4	4	5	7	7	13	1	61	5	



RELAY NEVADA

ANNUAL REPORT
July 2008-June 2009

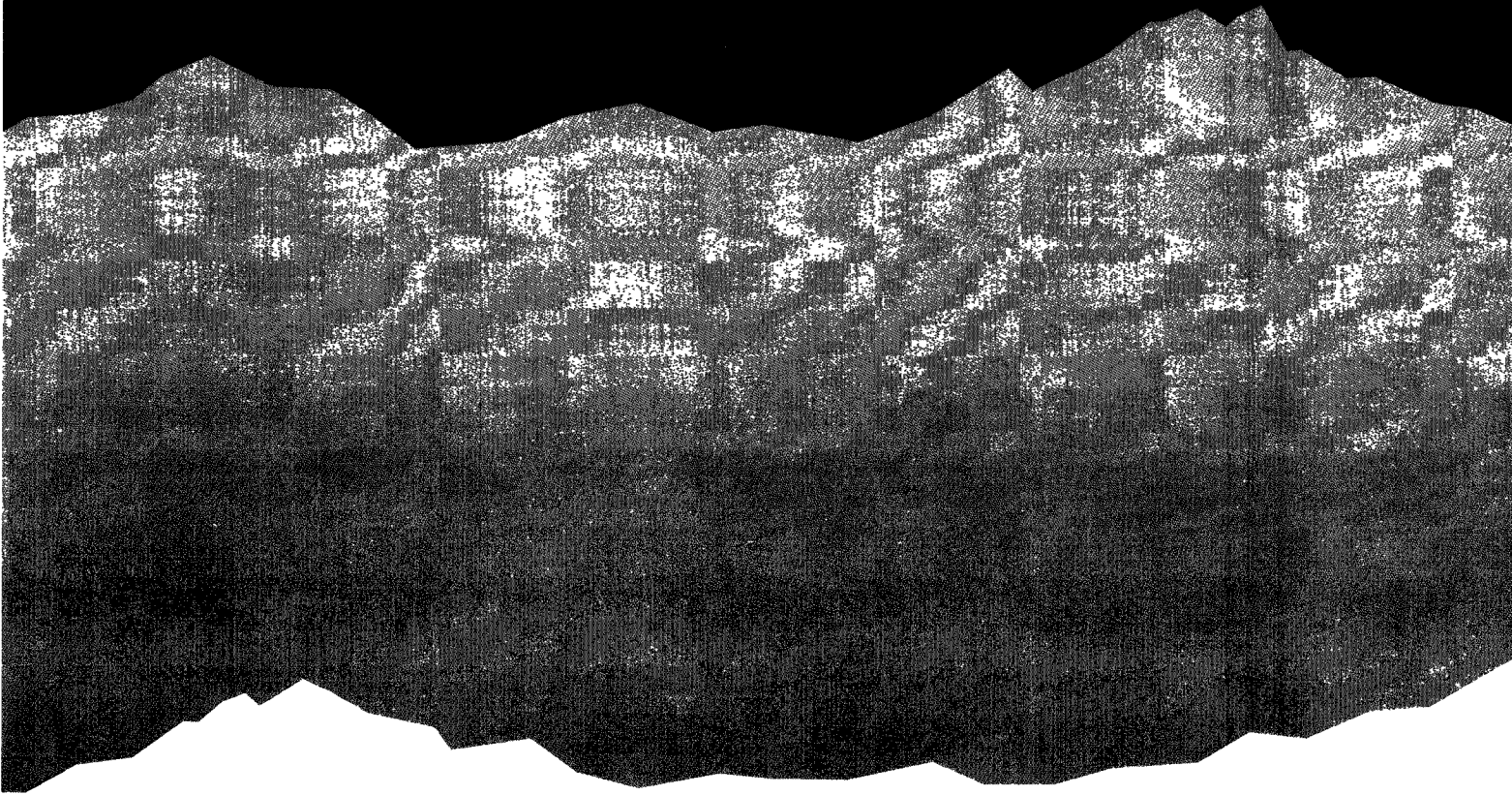


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Sprint Relay

Dear Office of Disability Services and Communications Access Council,

The fiscal year of July 2008 to June 2009 has given Sprint another opportunity to serve its Nevada consumers with quality relay services and meeting requirements as set by the state.

In addition to a CapTel public service announcement being aired, two subcontractors assisted the Relay Nevada manager in relay outreach by providing education about Relay Nevada, with an emphasis on TRS and CapTel products and services along with Sprint Relay products and services.

Statistics indicate that there was a 26% decrease in TRS minutes and a 24% increase in CapTel minutes this fiscal year.

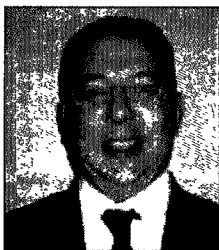
In December 2009, Sprint underwent a re-organization and duties were re-assigned to the Marketing and Development manager with support from the Sprint CapTel team. Quality services will continue to be provided to Relay Nevada consumers in all areas of relay services and products.

Sprint is extremely pleased to have been awarded the Relay Nevada contract from July 1, 2009 to June 30, 2011. Sprint looks forward to continuing its special working relationship with the Department of Health and Human Services, Communications Access Council, and Spring appreciates the Deaf and Hard of Hearing Advocacy Resource Center's ongoing support, teamwork and partnership.

Sprint also is enthusiastic about continuing to educate Nevada consumers for the next two years about the available diverse relay services and products.

Sincerely,

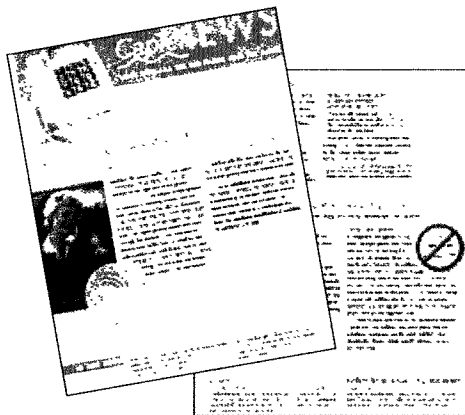
David B. Strom



David Strom
Marketing and Development Manager
Relay Nevada



Marketing



Relay Nevada products and services continued to be promoted via brochures, instructional and marketing flyers, mass e-mails, and in formal and informal group settings. A newsletter offering CapTel tips, announcements, and other helpful information was also distributed to subscribers.

Relay Enhancements

TRS Enhancements

Sprint continues to:

- provide monthly training updates to its relay operators,
- perform quarterly quality tests on its relay operators to ensure that all criteria for passing quality tests have been met,
- provide refresher training where needed, and
- develop enhancements on an as-needed basis.

Relay operator training for TRS enhancements included:

- Confidentiality review for staff
- Customer Service Improvement (CSI) program initiatives identified (macros and database profile verification)
- Detachment and desensitization refreshers
- E911 implemented for Sprint IP/Sprint IM
- FCC 10-digit numbering implemented
- Monthly training refresher
- New product training (Nebraska and West Virginia)

- Relay operator-initiated three-way calling training

Additional features incorporated were:

- Updated TRS training manual
- Updated Call Center customer contact form
- Initiated monthly staff support call with vendor centers
- Initiated monthly conference call with STS call centers

RCC Enhancements

To enable deaf and hard of hearing individuals to fully participate in conference calls, Sprint and Caption Colorado jointly developed Relay Conference Captioning (RCC), combining real-time captioning with relay conference services. The year 2009 demonstrated continued growth for RCC services with implementation of mobileRCC in the business, state and federal sectors.

Significant enhancements were added to the system focusing on continuing to set the standards of technology and quality RCC service in the industry. Some highlights of the efforts to continually improve this service are:

- Release of a new mobileRCC product allowing BlackBerry or Microsoft users with the convenience and anywhere-access on their mobile devices.
- Customized new order process for state and business-to-business RCC customers.
- Updated technology system to monitor all events automatically and ensure an agent is connected throughout an event. If an agent becomes disconnected, the system will automatically notify customer support.
- Included web delivery-based platforms for captioning in all arenas.

Relay Nevada Statistics

Telecommunications Relay Service

The following charts indicate the trends of the annual total number of session minutes and calls, average speed of answer and service level, and contacts with customers. The

numbers reflect the traditional relay services (e.g.: TTY, Voice, Spanish TTY and Voice, VCO, Telebraille, and STS) currently provided by Relay Nevada.

See appendix for a complete statistics report.

Session Minutes

Figure 1 indicates the total monthly and session minutes processed through Relay Nevada.

Fig. 1: Session Minutes			
July	47,322	Jan.	37,693
Aug.	43,916	Feb.	36,310
Sept.	43,170	March	36,566
Oct.	44,917	April	33,858
Nov.	36,081	May	31,898
Dec.	37,803	June	28,694

The total amounted to 458,229, a decrease of 26% compared to last year.

Total Call Volume

Figure 2 depicts the total number of completed calls processed through Relay Nevada. The relayed calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international, busy ring/no answer, and a few others.

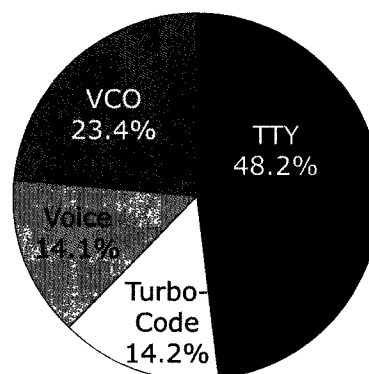
Fig. 2: Total Call Volume			
July	18,474	Jan.	16,152
Aug.	18,261	Feb.	14,148
Sept.	17,172	March	14,048
Oct.	16,768	April	14,039
Nov.	14,635	May	12,873
Dec.	15,850	June	12,087

Relayed call volume totaled 184,507 calls during this fiscal year.

Call Origination

On average, TTY and TurboCode consumers originated approximately 62 percent of the Relay Nevada calls. Figure 3 shows call type by percentage.

Figure 3: Call Origination



Average Speed of Answer and Service Level

Figure 4 illustrates that Sprint has once again exceeded the speed of answer requirement. "Speed of answer" identifies the number of seconds required to answer a call. The daily requirement is 85% of all calls answered within 10 seconds. The Average Speed of Answer (ASA) was 1.5 seconds and the Service Level (SVL) was that 94.7% of calls were answered within 10 seconds.

Fig. 4: ASA and SVL		
Month	ASA	SVL
July	1.1	97%
Aug.	.9	97%
Sept.	1.5	95%
Oct.	1.9	93%
Nov.	2.4	91%
Dec.	2.7	91%
Jan.	1.6	94%
Feb.	1.2	96%
March	1.2	96%
April	1.1	96%
May	1.4	95%
June	1.3	95%



RELAY NEVADA

Customer Contact Log

Relay Nevada Customer Service handled customer contacts such as:

- Customer database profiles
- Technical issues
- Operator performance
- Informational materials
- Customer commendations

Each request from a relay user is given full attention and every effort is made to satisfy the customer.

Figure 5 illustrates the number and call types received from customer requests, including commendations and complaints. As with every year, Sprint prepares and submits the FCC Annual Consumer Contact Log Report to the ODS and they, in turn, submit it to the Public Utilities Commission and the FCC.

Fig. 5: Customer Contacts

Month	Commendations	Complaints
July	0	0
Aug.	0	1
Sept.	0	2
Oct.	1	1
Nov.	0	3
Dec.	0	1
Jan.	0	3
Feb.	0	1
March	2	2
April	2	3
May	1	6
June	0	0
TOTAL	6	23

CapTel

The following chart indicates the trends of our annual total number of session minutes.

Session Minutes

A breakdown of monthly minutes is shown in Figure 6.

Fig. 6: CapTel Session Minutes

July	27,360	Jan.	31,987
Aug.	29,814	Feb.	27,847
Sept.	28,864	March	29,580
Oct.	31,368	April	29,685
Nov.	31,216	May	31,507
Dec.	35,259	June	34,944

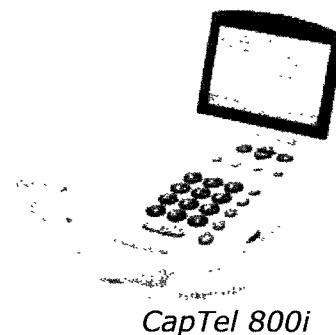
The total for this fiscal year amounted to 369,431 CapTel session minutes, an increase of 24% compared to last year.

Sprint Relay Enhancements

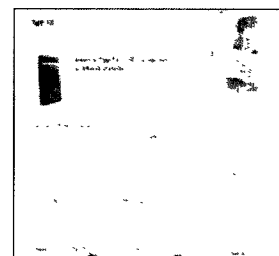
WebCapTel®

Sprint expanded its Internet service offerings for CapTel® during 2009, including:

- *CapTel 800i*, a brand-new CapTel phone that uses the Internet to deliver captions.
- *WebCapTel on the Go* for iPhone, Windows Mobile 6.0 devices and BlackBerry Smart-phones with OS 4.6 or higher.
- *WebCapTel 2.0*, a revamp of the Sprint WebCapTel website to make the service easier to use.



CapTel 800i



WebCapTel 2.0

Video Relay Services

Sprint continues to maintain open communication with the FCC and NECA on possible billing changes and awaits an official announcement from them.

Video Relay Services (VRS) are authorized by the Federal Communications Commission (FCC). Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the National Exchange Carriers Association (NECA).

The State of Nevada currently does **not** pay for VRS.

FCC: Ten-Digit Numbering Mandate

The FCC determined that, as of December 31, 2008, persons with hearing and speech disabilities using Internet-based TRS such as VRS or IP Relay must be able to obtain 10-digit telephone numbers. The FCC adopted this requirement in conjunction with 911 call-handling requirements for VRS and IP relay providers.

On December 8, 2008, Sprint implemented 10-digit numbering for VRS. The FCC extended the registration period for consumers to November 12, 2009. There is a registration website available to VRS users who wish to establish their user profiles and obtain 10-digit numbers through Sprint. Per the FCC mandate, unregistered VRS users may still place emergency calls using any VRS provider.

Video Mail

Sprint released Video Mail for VRS users, which allows users to send video mail in a 3GP format from BlackBerry wireless devices.

IP Relay

During 2009, Sprint added the following services and features:

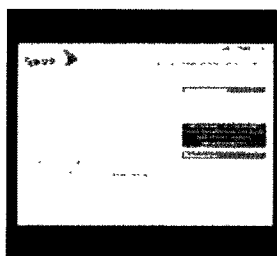
- Sprint IP using Google Talk.
- Address book and speed dialing for Sprint IP using AIM and Sprint IP using Google Talk.
- Website for users to register for service and local phone numbers for each product; this website is at www.mysprintrelay.com.
- Voice-to-Sprint IP Relay customers via 10-digit local phone numbers.
- Voice-to-AOL AIM Relay customers via

10-digit local phone numbers.

- Voice-to-Google Talk Relay customers via 10-digit local phone numbers.
- E911 service for Sprint IP, Sprint IP via AIM and Sprint IP via Google Talk.
- Identity and address verification process for Sprint-registered users.
- Systems that allow users who have registered with any relay provider to make non-emergency IP and IM relay calls.

Internet Protocol (IP) relay is authorized by the FCC. Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the National Exchange Carriers Association (NECA).

The State of Nevada currently does **not** pay for IP relay services.

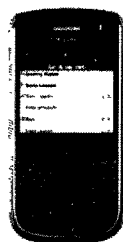


Sprint IP Website

Sprint also has complied with all applicable FCC requirements, and displays this prominently on its website.

Wireless Devices and 4G Network

Sprint and Sprint Relay provide the following products and services.



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